

ABSTRACT

A system and a method for providing a service begins when a customer establishes a communication link, such as a telecommunications link, with a service provider, such as directory assistance. An exchange of information occurs, and a service, such as a telephone number or catalog order, is provided by the service provider at least in part via the communication link. Before the customer terminates the communication link, he or she is requested to provide feedback, which preferably relates to the quality of the service provided. In another embodiment, the exchange of information is monitored, and an action, such as notifying a supervisor, is taken if a predetermined condition is detected, such as usage of unacceptable language by a call handling agent.

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